

REMARKS

Claims 1-2 are pending in the application. Claims 1-2 have been rejected.

The drawings are objected to because they include reference signs not mentioned in the description. It is believed that the amendments to the drawings address this objection.

Claim 2 stands rejected under 35 U.S.C. 112, second paragraph. It is believed that the amendment to the claim addresses this rejection.

Claim 1 stands rejected under Dodrill et al., U.S. Patent No. 6,490,564 (Dodrill), in view of Surace et al., U.S. Patent No. 6,144,938 (Surace). Claim 2 stands rejected under Dodrill.

The present invention, as set forth by independent claim 1, relates to a method for providing an interactive voice response service, the method includes the steps of creating a pool of audio prompts, subdividing the pool into segments, generating code to randomly select prompts from one of the segments, and sending the generated code to a VoiceXML interpreter.

The present invention, as set forth by independent claim 2, relates to a method for providing an interactive voice response service, the method includes the steps of creating a pool of audio prompts, subdividing the pool into segments, where each segment includes a shuffled sequence of audio prompts, generating code to sequentially select prompts from one of the segments having the shuffled sequence of audio prompts, and sending the generated code to a VoiceXML interpreter.

Dodrill discloses a unified web-based voice messaging system which provides voice application control between a web browser and an application server via a hypertext transport protocol connection on an internet protocol network. More specifically, when discussing Figure 6, Dodrill sets forth:

FIG. 6 is a diagram illustrating a web page 190 generated by the application server 66 for a browser. The XML tags within the web page 190 typically include XML directives that specify, for example, prompts to play, input patterns to match (e.g., (0-9, *0-*9, #, etc.), and optionally timeout parameters and record control. As shown in FIG. 6, the web page 190 may include a standard embed tag 200 in HTML format, and an in

line XML portion 202 that includes media control information, such as a prompt list 204 and control information 206 for a record operation to be performed by the XML aware plug-in resource 86.

For example, the prompt list 204 specifies an audio file "wavfile.wav" to be played by the browser, for example as a welcome greeting. If the plug-in resource 86 in the browser is XML control aware, then the XML aware audio resource 86 begins to play the audio files "wavurl1" and "wavurl2" in the prescribed sequence. For example, the XML aware audio resource 86 plays a "Good Morning" prompt for wavurl1 and "Enter Your Phone Number followed by the Pound (#) key" prompts for wavurl2, while waiting for an input pattern ([0-9]{7,9}#). (Dodrill, Col. 12, line 50 – Col. 13, line 3.)

Surace discloses a voice user interface with personality which includes executing a voice user interface and controlling the voice user interface to provide the voice user interface with a personality. Surace discloses that

scripts are written for the dialog based on the selected personality. For example, scripts for a voice user interface with personality that uses varied responses can be written to include varied greetings, which can be randomly selected when a user logs onto the system to be output by the voice user interface with personality to the user. (Surace, Col. 5, lines 39 – 44.)

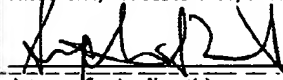
Dodrill and Surace, taken alone or in combination, do not teach or suggest a method for providing an interactive voice response service, much less such a method which includes the steps of creating a pool of audio prompts, *subdividing the pool into segments, generating code to randomly select prompts from one of the segments, and sending the generated code to a VoiceXML interpreter*, all as required by independent claim 1. Accordingly, Claim 1 is allowable over Dodrill and Surace.

Dodrill, taken alone or in combination, does not teach or suggest a method for providing an interactive voice response service, much less such a method which includes the steps of creating a pool of audio prompts, *subdividing the pool into segments, where each segment includes a shuffled sequence of audio prompts, generating code to sequentially select prompts from one of the segments, and sending the generated code to a VoiceXML interpreter*, all as required by independent claim 2. Accordingly, claim 2 is allowable over Dodrill.

CONCLUSION

The claims and Specification have been amended to improve clarity. In addition, the Figures have been corrected in a separate response sent to the Official Draftsman. In view of the amendments and remarks set forth herein, the application is believed to be in condition for allowance and a notice to that effect is solicited. Nonetheless, should any issues remain that might be subject to resolution through a telephonic interview, the examiner is requested to telephone the undersigned.

I hereby certify that this correspondence is being deposited with the United States Postal Service as First Class Mail in an envelope addressed to: Commissioner for Patents, PO Box 1450, Alexandria, VA 22313-1450, on July 21, 2003.

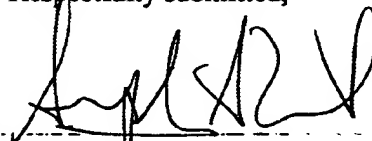


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7/21/03

Date of Signature

Respectfully submitted,



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